



City of Riverside, California
Personnel Policy and Procedure Manual

Approved:

Human Resources Director

City Manager

Number: V-5 Effective Date: 12/00

SUBJECT: EMPLOYEE RECOGNITION AND AWARDS PROGRAMS

PURPOSE:

To provide recognition of outstanding employees who have made significant contributions to the City of Riverside.

POLICY:

The City of Riverside is aware that employee morale is an essential ingredient in the attainment of a high level of work productivity and in the development of a productive organization. Special and personal recognition of employee achievement emphasizes the key role each employee performs in the city. The City of Riverside shall make efforts to provide recognition of employees who have made outstanding contributions. Employee recognition programs shall include the following:

1. Employee Service Awards

Employees who have reached incremental milestones of five, ten, fifteen, twenty, twenty-five, thirty, thirty-five and forty years of municipal service shall be recognized annually. The employee shall receive a service pin. Employees who have five years of service through fifteen years shall be acknowledged at the department level. Employees with milestones of twenty years through forty years shall be recognized at a city-wide program coordinated by the Human Resources Department

2. Annual City-wide Employee Achievement Awards Program

Employee Achievement Awards will be presented annually by the City Manager at the annual Employee Achievement Awards program.

A. Eligibility

1. All regular employees are eligible for employee awards.
2. The City Manager, Assistant City Managers, Department Heads, Mayor and City Council members are not eligible for the awards with the exception of the Distinguished Public Service Career award.
3. A nominee shall not have a disciplinary letter in their personnel file within the past two years. Performance shall be satisfactory or better.

4. All departments, divisions, sections or work teams are eligible for the "People Serving People" Award.

B. Nomination Process

1. Self-nominations are not permissible, although employees may nominate their work group for the "People Serving People" Award.
2. An employee or a group may nominate an employee.
3. All nomination forms are to be signed by the Department Head.
4. Employees or work groups may be nominated annually if so considered.

C. Selection Process

1. Department Heads will review all departmental nominations.
2. The Selection Committee, consisting of a member of the Human Resources Board and other individuals who are not employed by the City of Riverside, will review all nominations and base its recommendations on the evidence in the nomination form and data submitted. Each member will complete an independent evaluation. The summary of the evaluations will be the basis for the final committee selection. The Committee will base its recommendations for awards on the evidence in the nomination form and by data submitted.
3. In the event the committee is unable to reach a decision, the committee may consider job-related community involvement.
4. In the event of a tie, preference should be given to an employee or group of employees who have not received a prior award.
5. The Committee may choose not to recommend awards if they feel that the nominations do not meet the award categories.
6. The Committee's final recommendation will be submitted to the City Manager for review and concurrence.

The program shall be coordinated by the Human Resources Department and shall include the following awards. Other award categories may be added with the concurrence of the City Manager and Human Resources Director.

- A. Employee of the Year: This award will be presented to an employee making a significant contribution to the work environment by: a) demonstrating high ethical standards in job performance; b) working as an exemplary team member; c) providing an excellent public image; d) acting above and beyond the required job functions for the greater good of the City of Riverside. The employee will have demonstrated an outstanding overall job performance.

- B. People Serving People: This award will be presented to a department, division, or section which has demonstrated an outstanding group effort in carrying out the mission statement, "People Serving People." It represents teamwork, dedication and pride in helping to provide the best possible service.
- C. Customer Service: This award is presented in recognition of providing outstanding internal or external customer service. It will be presented to an employee who demonstrates the essential qualities of customer service—friendliness, knowledge, helpfulness, accuracy, professionalism, and timeliness.
- D. Management Employee Recognition: This award will be presented to a management employee who has exhibited outstanding leadership skills. The employee must also have made a significant contribution to the organization through demonstration of the city's mission statement.
- E. Bob Tremont Outstanding Employee Suggestion: The recipient will be selected from all eligible suggestions submitted to the Suggestion Awards Program.
- F. Self-Development: This award is presented to an individual who has made significant strides in personal development, career advancement and continuation of education related to their career fields.
- G. Distinguished Public Service Career: This award is presented to an individual who distinguished themselves through their dedication to public service.

3. **Special Recognitions**

Letters of appreciation or other recognition for employees that have been received from the public and/or other agencies may be recognized by the Mayor and City Council, the City Manager, the Department and/or the Human Resources Department. Recognition may include a letter, a certificate of appreciation or a proclamation. It may include formal recognition at a City Council meeting. A copy of the special commendation will be placed in the employee's personnel file.

Departments may recognize employees with written commendations. These commendations shall be part of the employee's personnel file.

4. **Departmental Recognition**

Departments, with the approval of the City Manager, may develop programs to recognize employees. Recognition at the department level may include presentation of certificates, plaques, recognition pins, announcement of achievements in staff meetings, recognition in employee newsletters or other form of award unique to the department.